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**\*FOR IMMEDIATE RELEASE\***

February 25, 2022

## **New software Apex arrives in the Grand Traverse County Clerk and Treasurer's offices**

*Grand Traverse County Clerk and Treasurer's new software, APEX, modernizes the application process for marriage licenses, new Concealed Pistol Licenses (CPLs) and renewals, new Business Alias (DBAs) and renewals, and notaries, bringing the application fully online. The ability for dog licenses to be applied for online will be coming soon.*

Grand Traverse County, in partnership with Fidlar Technologies, has brought an unrivaled level of easy-to-use services, to citizens who are applying for services with the Clerk's office. With the addition of updated technology APEX provides, customers can now start the process from the comfort of their home.

Utilizing APEX's modern web portal, customers no longer need to visit the governmental center to fill out paper applications. Couples can start the marriage application process online, before ever coming to the County Clerk's Office. This will save time, gas, and paper for everyone involved, which achieves the Clerk and Treasurer's goal of providing a more efficient and environmentally sustainable office.

The new online portal for DBAs and CPLs, regardless if the application is for a new request or a renewal, will allow the customers to apply from home before coming to the office to complete the request.

The move to Apex will allow the Treasurer's office to quickly scan and index records for Dog Licenses and provide a new External Portal where customers can find contact information for lost dogs. Coming soon the Treasurer will also provide an option through Apex to allow residents to apply for Dog Licenses from home, without ever needing to visit the office. With our move to Fidlar Technologies, the Clerk's office is also excited to announce the addition of Official Records Online. Official Records Online (ORO) is a secure service for people to request certified copies of official birth, marriage, and death records from home. This addition will add greater ease for customers across the country to make request for records, while providing added security measures to protect against cyber threats like ransomware to the county office.

Both offices take the cyber security threat seriously and understand the risk that it poses to local government. Several county offices across the country have been hit with costly attacks already this year. With our move to Apex, we will also be improving the security of our server, which will host the digital copy of the records and associated data. We have joined with Fidlar

to have our server hosted on Bastion, which is a secure cloud-based server to help in our fight against cyber-attacks. If anything was ever to happen to our server, either from natural disaster or from cyber threats, Bastion will have us up and running in a matter of days with all our data and images protected. Fidlar and Bastion give us the security we need to protect the sensitive data that we hold in our office.

“Grand Traverse County is always looking for ways to make government more accessible and operate more efficiently. We are excited to partner with an innovative company like Fidlar to bring more remote service options to our citizens, in a secure and cost-effective way. We are improving how people interact with their government and that is very exciting to me!”

**- Bonnie Scheele, Grand Traverse County Clerk**

“I am very excited with the new software’s ability to offer online dog license processing in the near future to residents of Grand Traverse County.”

**-Heidi Scheppe, Grand Traverse County Treasurer**

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